

**Edited Meeting Minutes
Advisory Committee for 911 Service Oversight
May 29, 1998**

In attendance: Gary B. Kempker, Director, Department of Public Safety
Bill J. Adams, Chief of Police, Poplar Bluff
Roger Dale "RD" Porter, President, Missouri Chapter NENA
Roger D. Young, Audrain County Commissioner
Charles G. Bonney, Southwestern Bell Telephones
Laura A. Estabrooks, Columbia-Boone County Communications Administrator
Carol Ann Freeman, Executive Director of 911 in Texas County
Atkins W. Warren, Regional Director, U.S. Department of Justice,
Community Relations Service
Deborah L. Lilley, Program Manager, GTE Telephone Company
Stephen D. Paulsell, Fire Chief, Boone County
Sheila F. Lumpe, Public Service Commission
William F. "Bill" Ferrell, Scott County Sheriff
Robb Pilkington, State Emergency Management Agency

The Advisory Committee For 911 Service Oversight met at the State Emergency Operations Center on May 29, 1998 beginning at 10:00 am. The following is a summary of the meeting discussions. The verbatim transcript for the meeting is on file at the State Emergency Management Agency.

Gary Kempker, Chairman opened the meeting by passing on the Governors appreciation of the members willingness to serve on the committee. He then asked each member to introduce themselves and give a brief outline of their background and experience.

Committee members were provided notebooks containing a committee roster, copy of House Bill 860 and RSMo 650.330, Senate Bill 743 (Wireless Service Provider Enhanced 911 Advisory Board), Public Service Commission proposed Rule 4 CSR 240.34, a map detailing the status of 911 systems by county and an outline of how a 911 call travels from the caller to the Public Safety Answering Point (PSAP).

Administrative matters were discussed by Robb Pilkington, Administrative Support. State travel documents were explained. Committee members are eligible for reimbursement for actual mileage and expenses for meals when traveling to meetings.

The responsibilities of the Committee were briefly discussed, and it was decided that Robb Pilkington would prepare a draft of committee formal procedures for review by the members at the next meeting.

Senate Bill 743 was discussed as it applies to the existing committee. Gary Kempker, Sheila Lumpe, Charles Bonney, RD Porter, Deborah Lilley and Bill Ferrell contributed to the discussion. This legislation was pursued by the Wireless Industry which felt that they did not have enough representation on this committee. The Bill still requires the Governor's signature, and the proposed fifty cent surcharge on cellular phones must be approved by the voters in November. Members felt this would pass, and indicated that industry was ready to advertise and promote the charge. Concerns with the legislation included:

- Sheila Lumpe - PSC might have to beef up the Consumer Complaint section because of the addition of the surcharge on customer bills.
- Charles Bonney - The down side of advertising cellular 911 calling is that the possibility of overloading a PSAP by a large volume of 911 calls is great, especially in smaller communities with limited telephone trunk lines. This type of issue crosses the boundaries shared between this committee and the advisory board, and need to be looked into.
- RD Porter - The 50 cent surcharge may not be enough to support the PSAP equipment requirements for cellular 911. The original version of Bill indicated a 75 cent surcharge.

The committee discussed briefly a proposed Emergency Telephone Service Rule (4 CSR 240.34) prepared by the Public Service Commission. Sheila Lumpe indicated that the proposal was in it's early stages, and asked members to review it, and forward any comments to Robb Pilkington for addition to the next meetings agenda.

The problems associated with the Year 2000 (Y2K) were presented by Robb Pilkington. The Committee discussed how to collect information from PSAP's and Utilities regarding preparedness. Sheila Lumpe indicated that the PSC had queried all utilities about Y2K. Charles Bonney indicated that it was important to understand the three aspects of a 911 system: The database, the network and the PSAP equipment. He stressed that both the utilities (networks) and the PSAPs needed to be queried. Deborah Lilley indicated that this item may be added to the Mo NENA conference in October. RD Porter indicated that Mo NENA would contact PSAP's with a questionnaire and at the conference. Sheila Lumpe questioned how the PSC should proceed, and it was agreed that the PSC should also query the utilities and then both responses would be compared to ensure all elements were represented.

The Committee next entered a discussion of how communities regulate and control 911 systems, the problems where two systems exist within one county and the problems that emerge when 911 system boundaries cross over multiple telephone company service areas. Examples of counties where a 911 board has been dissolved were presented as well as examples of problems with multi-county systems. The committee recognized the need for publicizing the committees existence and role in moderating disputes and presenting suggestions to resolve problems. Developing a standard for 911 system administration, dispatcher training and system design was

suggested, but since 911 systems vary greatly across the state it was decided that no one standard plan could be developed. It was decided that more information on how 911 systems across the state are administered is needed. A questionnaire will be developed addressing this point, and the Year 2000 problem and sent to each PSAP.

Advertising the Committee's availability to existing 911 services, and to jurisdictions contemplating the development of a system was discussed. It was decided to submit articles in the newsletters and magazines of the Missouri Municipal League and the Missouri Association of Counties. Additionally, it was suggested that members should attend the Police Chiefs Association, Fire Chiefs and Sheriff Association conferences, and draft articles for their publications also.

Charles Bonney indicated that he had two items which the committee may want to consider. The first deals with 911 calls made from facilities with PBX's or switchboards. Many schools and businesses with multiple sites route all calls through one switchboard. When a 911 call is made, the address that appears at the PSAP is that of where the switchboard is located, not the actual site of the call. Illinois has a requirement that 911 calls go through a separate switch which allows the actual callers address to be received by the PSAP. The second issue is with schools and businesses that answer 911 calls in their own security departments. The discussion point is that if a person dials 911, they expect to hear a 911 operator representing the communities response agencies; not a security guard. Gary Kempker asked Charles Bonney if he could obtain a copy of Illinois legislation for inclusion in the agenda of the next meeting.

RD Porter and Charles Bonney discussed the problems with addresses, and changing addresses to conform to 911 standards. As the rules are written now, in third and fourth class counties, the fire department is the only organization that can enforce addressing. Because of the political ramifications of this, many fire departments are not doing this. In first and second class counties, the law does not state who is responsible for addressing. The problem is that someone who does not like their address could sue the county and force the address changed. Legislation is needed to clearly define the responsibility for addresses. This issue will be addressed at the next committee meeting.

Carol Ann Freeman and Laura Estabrooks brought up recent requests they had received from the U.S. Census for information about residents in their counties. They indicated that the Census wanted them to validate the census database. The question was how this complied with privacy act issues and the amount of work this could cause. During the discussion the question of how long 911 call records were required to be kept on file was also brought up. RD Porter and Charles Bonney indicated that Mo NENA were working with the Secretary of States office to determine record maintenance requirements.

Gary Kempker closed the meeting indicating that the next meeting would not occur until after July first due to budget considerations. It was decided that meetings would not be conducted on Fridays at the request of several members. The action items from above were recapped, and the meeting adjourned at 12:15 PM.